

Job Description  
*Missouri State Highway Patrol*

Class Title: Clerk Typist II - TND Receptionist

Title Code: V00031

Effective Date: 04/03/07

Date Reviewed:

Date Revised:

**Immediate Supervisor:** Clerk Typist III

**Position Supervised:** None

**FLSA Classification:** Non-exempt

**Working Hours:** An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is a clerical position in which the employee serves as the division receptionist. Additionally, this individual performs typing and clerical work of ordinary difficulty. An employee of this class performs routine office work, following well-established office procedures. The employee works under general supervision and refers non-technical problems to a supervisor. Independent judgment is expected in the performance of routine duties.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Serves as receptionist, greets the public, directs individuals to proper academy classroom or office and gives nontechnical information when necessary.

Schedules dormitory and hotel lodging for guests attending training at the Patrol's Law Enforcement Academy; checks visitors in and out of the Training Division complex by issuing new and receiving returned proximity cards, keys, and badges; maintains an inventory log of each transaction to ensure the security of the building.

Compiles and maintains statistical data regarding dormitory occupancy, meal tickets issued, class evaluations, facility usage, etc., for funding purposes.

Types rosters for instructors pertaining to schools, seminars, and/or meetings conducted at the Academy; types completion certificates to be disseminated to individuals who have attended and completed various schools, seminars, or training sessions.

Types and proofreads correspondence, forms, reports, and other materials from rough draft (i.e., weekly cafeteria menu, Charge of Quarters manual, recruit graduation agenda programs; property transfers, etc.).

Formulates the recruit duty officer and supplemental road duty schedules.

Maintains office supplies and other inventory for the division and submits requisitions for supplies as needed; maintains requisition files.

Operates standard office equipment (e.g., personal computer, telephone, fax machine, shredder, calculator, etc.).

Assists with time and leave entry during the absence of the assigned employee.

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Serves as back-up to the Continuing Education Coordinator.

Performs other related duties as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of business English, spelling and arithmetic.

Working knowledge of modern office practices, procedures, and equipment.

Working knowledge of basic office machines.

Working knowledge of various computer software programs (e.g., Microsoft Word, Excel, PowerPoint, Lotus Notes).

Ability to learn Training Division policies and procedures.

Ability to work well with others and portray a professional demeanor when greeting the public.

Ability to read English effectively.

Ability to multi-task.

Ability to maintain a variety of clerical data and statistical reports.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to work independently with general supervision.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to maintain harmonious working relations with others.

Ability to alphabetize, transport, file and purge records and documents.

Ability to understand and follow oral and written instructions.

Possess the skill to type at a rate of 40 words per minute with ten (10) errors or less.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

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MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Graduation from a standard high school or possess a GED.

AND

One years experience as a Clerk Typist I or comparable experience.